

Questions for Mn/DOT COOP for IT SOW

We would like to provide a quality response to the MnDOT Continuity of Operations Plan for Information Technology RFP. Is there any chance of extending the due date?

Quality responses from experienced consultants are very important. The time allotted is sufficient time to develop a quality response. All responders were given the same timeframe and are required to meet the same deadline. Mn/DOT will not grant an extension.

Due to the delay in posting the answers Mn/DOT is extending the Proposal due date until Monday, November 1 at 2:00pm.

1) In Section 1: Business Need, there is reference to an “outdated BIA” that needs to be updated. OET has updated the criteria for the BIA.

No, OET has updated standards and criteria, but not for the BIA. The narrative in section 1 including a statement on OET documented COOP metrics for standard compliance is not for the BIA. Mn/DOT will provide updated criteria for BIA return to operations.

Can you share when this was performed? *The BIA is about 4 years old.*

Can you please also describe how much change will occur with the new criteria that will affect the BIA?

The criteria will be used to assign a priority or urgency for the return to operations of about 280 business applications. Each application will need to be reassessed with the new criteria (The business makes the assessment. The vendor collects the assessment.) We have an updated business application inventory with business owners/contacts to utilize. The inventory (and therefore the assessment) has changed in 4 years.

2) In Section 2: Project Duties and Deliverables, there is a reference to synchronization of work plans with business COOP plans. Will this synchronization of work plans have any effect on the work schedule to meet delivery dates?

We can't predict the effect on the work schedule and delivery dates, until the proposed work plan, durations or resources have been reviewed. This would be finalized during contract negotiations.

Also what priority is being given to this project based on other work that is being performed by the business groups?

The business plans are a high priority since it is an Executive Order. Work and delivery has started on these plans and they should be available for this project.

3) Does the “OET Sample Server Recovery Document” need to be completed for all Servers regardless of Critical vs. non-critical status?

The goal of the COOP is to return to operations. All servers used by operations that are included in the Business COOP plans will need to be completed. Less critical operations will be given a lower urgency and be prioritized to return to operations later than high priority business services in the event of an emergency or disaster.

Also, what is the difference between this form and the "OET IT Assessment" completed in 2009? If they are same, are we updating that assessment or recreating the information?

OET collected an IT Assessment that included an inventory of servers and other configuration items. It is not related to the form (and it is not the same), although to complete the form you will need an inventory of servers, which will be made available.

4) Does the recommended approach in section 2.4.2 have to go through an approval with OET as per the standard as part of this SOW? If yes will there be formal presentations and meetings to gain acceptance or will this be the project leader's responsibility? Has this time been factored into the project?

There is not a formal approval process with OET, presentations, or meetings to gain acceptance. The Mn/DOT Business Continuity Coordinator and IT Management will review the deliverables and obtain OET approval.

5) In section 2.7, will the vendor be responsible for planning and facilitating the test scheduled for March 20, 2011? Is there an expectation that the vendor will write and perform the table top exercise?

The vendor will not be responsible for planning or facilitating the test. The vendor will not perform the table top exercise.

6) The Technology Team Planning Considerations document is a tool used to gather the information for a Business Continuity / DR plan. Is there an expectation that the vendor will be assessing the completeness of the information once it is gathered?

The expectation is that the vendor will be assessing the completeness of the information once it is gathered. The vendor will assess that the information supports the IT Service and Infrastructure requirements of the Business's COOP Plan.

Will there be a specific format used to enter the information? Are the questions designed to follow this template?

The sample is the recommended template and you will have access to the LDRPS entry screens. The IT office has not seen the LDRPS entry screens to evaluate if they follow the template provided by OET. OET owns the LDRPS system.

Will each site have their own entry in LDRPS?

No, Mn/DOT will have a team of LDRPS users that will be trained to enter, publish and maintain the information in LDRPS for the agency. The selected responder will work with the trained LDRPS team to access and assist with LDRPS.

Is this information also known as the business recovery documents?

The information entered into LDRPS will include business COOP, IT COOP, documents, and procedures that include business recovery documents.

7) Do all locations described in the SOW (Metro District Offices and District Offices) have outdated BIAs? Please confirm whether each location has its own BIA.

Yes, the BIA is outdated for all locations and needs to be validated with each office or district. Each location has its own business impact assessment for business applications. The BIA includes all business applications for the agency.

8) Who owns LDRPS for this SOW? Will the vendor be working with another team for access? Will it be onsite access only?

OET owns the LDRPS system. Mn/DOT will have a team of LDRPS users that will be trained to enter, publish and maintain the information in LDRPS for the agency. The selected responder will work with the trained LDRPS team to access and assist with LDRPS. The Mn/DOT LDRPS team will be onsite. Web Portal access can be provided for LDRPS.

9) Will there be procedures on access to LDRPS? Is LDRPS centralized for all sites that are a part of this SOW? Will there be a resource available to assist with questions?

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10) Will access be granted to a State computer with access to Email and calendaring for all sites in this SOW? **Yes**

Will the vendor be able to schedule meetings with the staff required to answer questions regarding the BIA and Technology Team Planning Considerations? **Yes**

11) What start date are you anticipating? If your anticipated decision is Nov 12, and allowing for paperwork to be completed and executed, is a start date of Nov 21 possible?

The start date is an estimate, dependent on the selection process and duration to administrate the contract. Dates will be rescheduled during contract negotiations.

Considering the Thanksgiving holiday, that only allows 6 working days to complete the 11/30 due date for the Department System Architecture Overview Diagram and BIA Update. Is there a possibility of the Deliverable dates being adjusted based on start date?

The project milestones and schedule are an estimate. The responders would take into account these milestones to create a schedule based on the resources assigned to the project. The schedule will be adjusted and agreed to during contract negotiations.

12) Will the vendor have access to all needed software on a MN/DOT computer?

The vendor will have access to a Mn/DOT desktop onsite with the required software. Vendor can also get access to the state system via web portal.

13) Will travel costs be reimbursed (for travel to district offices outside of Metro area)

Travel costs will be reimbursed in accordance with Mn/DOT's Travel Regulations (Attachment 1). Firms must clearly indicate the total anticipated travel costs in their cost proposal.

14) Will it be possible to utilize video conferencing to assess the remote district offices?

Yes, all districts have access to video conferencing from the Central Office.

15) If resources at the site are not cooperative to delivery of information what is the recourse for the vendor? How will MN/DOT encourage their cooperation?

Each site has an Emergency Coordinator that works closely with our Business Continuity Coordinator/ Agency-wide Emergency Manager. An Executive Order will provide the cooperation needed. If any problems occur, it would be reported to the Business Continuity Coordinator for timely resolution.

16) Are the core IT systems and infrastructure centralized, or is it dispersed among the District offices?

Yes, the majority of IT systems and infrastructure is centralized, although we have a partnership with IT staff in districts and offices (and OET) for some services. District Operation Information Technology Managers will work on the project to complete the IT COOP requirements for the District Business COOP plans.

Can any type of basic systems diagrams be shared at this point? No

17) There appear to be some conflicts in the dates stated in the SOW. Can you please clarify?

a. Section 3, page 3, shows:

3.1 Project start date: 11/2010

3.2 Key deliverable dates:

3.2.1 Department System Architecture Overview Diagram 11/30/2010

b. Section 8, page 4, shows:

8.1 Deadline for Questions 10/21/2010 2:00 PM Central Daylight Time

8.2 Posted Response to Questions 10/25/2010 2:00 PM Central Daylight Time

8.3 Proposals due 10/29/2010 2:00 PM Central Daylight Time

8.4 Anticipated proposal evaluation begins 11/01/2010

8.5 Anticipated proposal evaluation & decision 11/12/2010

Section 3 was estimated before Section 8 was known. The estimated milestone durations from Section 3 can be used for your proposed schedule, based on your proposed start date, based on your proposed resources. The selected proposal is anticipated by 11/15 and the work will begin after the contract is

fully executed. These dates will be agreed to during contract negotiations, a late November or early December start date is estimated.

ATTACHMENT 1

**Minnesota Department of Transportation
Reimbursement Rates for Travel Expenses**

<u>Subject</u>	<u>Conditions/Mileage</u>	<u>Rate</u>
Personal Car	(1)	Current IRS Rate
Commercial Aircraft	(2)	Actual Cost
Personal Aircraft	(1)	\$0.45/mile
Rental Car	(2)	Actual Cost
Taxi	(3)	Actual Cost
	<u>Meals</u>	
Breakfast	(1) (5)	\$7.00/person
Lunch	(1) (5)	\$9.00/person
Dinner	(1) (5)	\$15.00/person
	<u>Lodging</u>	
Motel, Hotel, etc.	(2) (4) (6)	Actual Cost
Laundry/Dry Cleaning (After seven continuous days in Travel Status)	(1) (3)	\$16.00/week
Telephone, Personal	(1)	\$3.00/day

Travel Status

- More than 35 miles from Home Station and/or stay overnight at commercial lodging (motel, etc.).
- Leave home in travel status before 6 a.m. for breakfast expense that day.
- In travel status after 7 p.m. for supper expense that day.
- On travel status and/or more than 35 miles from Home Station for lunch expense that day.

Restrictions

- (1) A maximum rate shown or a lesser rate per actual reimbursement to an employee.
- (2) Include receipt or copy of receipt when invoicing. (Coach class for aircraft, standard car size, and standard room (not to exceed \$150.00)).
- (3) Include receipt or copy of receipt when more than \$10.00.
- (4) Reasonable for area of a stay.
- (5) The gratuity is included in maximum cost.
- (6) To be in Travel Status and at a commercial lodging.